

CYCLONE NARELLE TOURISM BUSINESS SUPPORT PAYMENTS GUIDELINES



Tourism
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♀ TURQUOISE BAY, EXMOUTH

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ABOUT THE CYCLONE NARELLE TOURISM BUSINESS SUPPORT PAYMENT

Cyclone Narelle caused widespread disruption across parts of regional Western Australia, impacting access, infrastructure and travel confidence. The tourism industry in affected regions has experienced significant consequences, with many operators facing booking cancellations, reduced visitation and unanticipated business losses.

The Western Australian Government recognises the vital contribution tourism makes to regional economies and local employment, and acknowledges that the impacts of Cyclone Narelle have placed immediate pressure on the cash flow and ongoing viability of tourism businesses. While operators have worked proactively to support visitors and manage operational disruptions, the scale of cancellations and lost trade has created challenges beyond the control of individual businesses.

On Sunday, 12 April, the WA Government announced a \$1.45 million support package which includes:

1. One-off business support payments of up to \$10,000 for businesses employing under four workers and up to \$20,000 for businesses employing four or more staff; and
2. A consumer incentive voucher program offering visitors 50 per cent off select tours and experiences and supporting marketing campaigns encouraging visitors to explore and support the Coral Coast region.

These guidelines are specific to 1. Business Support Payments.

The Cyclone Narelle Tourism Business Support Payment is a targeted initiative designed to assist eligible regional tourism operators who have experienced cancellations and business loss as a direct result of Cyclone Narelle. The payment provides financial assistance to help offset the impacts of reduced revenue, cancelled bookings and disrupted operations, and to support businesses through current conditions.

The payment is not intended to compensate for all losses incurred. It is intended to provide timely support to assist tourism operators stabilise their businesses, maintain operations, and position themselves to recover as visitor confidence returns.

By supporting tourism businesses during this period, the funding aims to strengthen regional resilience and ensure affected destinations are well placed to welcome visitors back as recovery efforts continue.

Applications will remain open until 30 May 2026. Applications will be assessed and processed as received. It is expected that many applications will be received in a short period of time. All efforts will be made to undertake due diligence and assessment in a timely manner.

1. ELIGIBILITY FOR THE CYCLONE NARELLE TOURISM BUSINESS SUPPORT PAYMENT

NOTE : Recipients may be subject to audit.

To be eligible for the Tourism Business Support Payment, tourism businesses must comply with **all** of the criteria A to F (set out below):

- A. Be a tourism business that operates within the Shires of Exmouth, Carnarvon, Upper Gascoyne or Ashburton; has experienced business loss as a result of Cyclone Narelle; and fits into at least one of the following categories:
- Accommodation;
An eligible accommodation applicant must be a commercial tourism accommodation provider, defined as a business operating a hotel, motel, resort, serviced apartment (with on-site reception), or caravan park/tourist park, licensed or registered under the relevant Western Australian regulations.
 - Tourism attraction or experience;
 - Tour operators; or
 - Transport (transfer / hire services)
- B. As at 1 March 2026, be Accredited through one of the following:
- Quality Tourism Accreditation / Sustainable Tourism Accreditation - Tourism Council of Western Australia; or
 - ECO Tourism Certification - Ecotourism Australia

- C. The business premises are located in Western Australia within one of the Shires outlined under criteria point A, and is operating as either an owner/operator (sole trader) or a proprietary limited company with employed staff, located within eligible regions.
- D. Provide evidence of business downturn of 15% or more for the period 27 March – 10 April 2026.
- E. Have a valid and active Australian Business Number (ABN) prior to 1 March 2026.
- F. Have an annual turnover of more than \$75,000, based on the 2024-25 financial year.

Note: Applications may be considered from multiple businesses operating under one ABN, but business owners are required to demonstrate that all businesses are eligible under Tourism Business Support Payments Guidelines, are actively operating and are separate in nature.

2. INELIGIBLE BUSINESSES

Businesses that are **not** eligible for this support include:

- A. Those that do not meet the above eligibility criteria;
- B. Privately owned residences used for short-stay accommodation (such as holiday homes, apartments etc.) including investment entities (such as unit trusts and superannuation funds) and residential and commercial property investments/rentals;
- C. Travel agents, booking agents, inbound tour operators and visitor centres;
- D. Businesses that are not the main source of taxable income for an owner-operator;
- E. Government owned and operated attractions and accommodation;
- F. Local Governments; Event Management Companies; Events; Consultants and Advisors; Publications and Promotions agents; Retail Precincts; or
- G. Any business or sole trader that is trading while insolvent, under external administration or bankrupt.

3. PAYMENT

Payment of up to \$10,000 for a business with one – three employees; or up to \$20,000 for businesses with four employees or more, will be provided to eligible applicants who meet the Tourism Business Support Payment criteria and have incurred 15% or more business downturn between 27 March – 10 April 2026. Package funds are not subject to GST ([see Section 8](#)).

Full time equivalent (FTE) numbers for each business are provided by the accreditation partner as part of the business registration ie: Tourism Council WA or Eco Tourism Australia.

Eligible applicants will receive the payment direct to their nominated business bank account.

4. HOW TO APPLY

Applicants should read the Guidelines in full to ascertain their eligibility. Only applications with fully completed mandatory requirements will be considered.

The following information will be required to complete the application form for the Tourism Business Support Payment:

Mandatory requirements:

1. Full contact details of the business, including legal entity name and business trading name.
2. A valid and active ABN prior to 1 March 2026.
3. Details of your nominated business bank account, including a copy of a business bank statement (or other proof from your bank) showing your bank account name, bank BSB and account number.
4. Confirmation that the tourism business operates under the following eligible categories: accommodation, tour, transport, or tourism attraction/tourism experience.
5. Accreditation details.
6. Copy of the business' EOFY statement for 2024-25 (audited, if available) or BAS for the last four periods (audited, if available) from the 2024-25 and 2025-26 financial years showing annual turnover greater than \$75,000 (exclusive of GST).
7. Certified financial statement or statutory declaration evidencing that the business experienced a minimum of 15 per cent downturn for the period 27 March – 10 April 2026, compared to 11 April – 25 April 2025 (Easter period last year).

Applications must be submitted online via Tourism WA's corporate website at tourism.wa.gov.au, using the SmartyGrants system.

SmartyGrants is accessible on mobile and desktop devices, allows you to save and return to your application, and will send notifications throughout the process.

To apply:

- Visit the Industry Support page on www.tourism.wa.gov.au.
- Review the guidelines and confirm your eligibility.
- Click 'Apply here' and register your details. You will receive an email confirming your registration and reference number.

Complete and submit the online application form before the closing date. You will receive an automated email acknowledging your application has been successfully submitted.

If you are unable to access the online system, contact Tourism WA to discuss alternative options.

5. TIMEFRAMES

Tourism WA anticipates that there will be a high volume of applications and will endeavour to process eligible payments as quickly as possible.

Applications for the Cyclone Narelle Tourism Business Support Payment open at 9am, 21 April 2026 and close at 5pm, 30 May 2026. Late or incomplete applications will not be considered.

All times listed are in Australian Western Standard Time (ASWT).

Tourism WA reserves the right to amend this timeframe without notice.

6. SUBMISSION OF APPLICATION(S)

Agreement By submitting your application(s), you are acknowledging and agree to be bound to the General Terms and Conditions included in these Guidelines.

Acknowledgement You will receive an automated email acknowledging your application.

Assessment An assessment process will be undertaken by Tourism WA.

Notification Eligible applicants will receive a remittance advice to the email address nominated in the application and payments will be made directly into the nominated bank account.

Ineligible applicants will be notified in writing.

7. CONTACT

All enquiries regarding Tourism Business Support Payments can be directed to:

tourismbusinesssupport@westernaustralia.com

8. GENERAL TAX INFORMATION

This section provides a general overview of the income tax and GST considerations of the Tourism Business Support Payment for applicants. This overview is general in nature and does not attempt to be a complete analysis of the taxation consequences that may arise for a particular applicant. Applicants are strongly advised to consult with a qualified tax agent/advisor to get advice in light of their particular circumstances and outcomes.

Income tax

Subject to an applicant's specific circumstances, the receipt of funding through the Tourism Business Support Payment may be treated as assessable income. We strongly recommend that potential applicants seek independent advice about the possible income tax implications from a qualified tax agent/advisor, or the Australian Taxation Office, prior to submitting an application.

GST

Tourism WA regards the funding to be provided under the Tourism Business Support Payment as not subject to GST as applicants will not be making any supply to Tourism WA in consideration for the funding. Payments will not be grossed up for GST.

Tax invoices and recipient created tax invoices

Tourism WA will issue a payment remittance advice to eligible applicants to evidence the payment of the funding to the applicant's nominated business bank account.

Applicants are requested **not** to issue a tax invoice for their payment and Tourism WA will not issue a recipient created tax invoice for the payment, as no GST will apply.

ABN

The Western Australian Tourism Commission (trading as Tourism WA) is registered for GST and has been issued with an ABN: 95 468 665 668.

GENERAL TERMS AND CONDITIONS

1. CANCELLATION AND VARIATION

Tourism WA reserves the right, at any time and from time to time, to (in whole or in part) cancel, vary, supplement, supersede or replace the Cyclone Narelle Tourism Business Support Payment.

If Tourism WA cancels, varies, supplements, supersedes or replaces the Tourism Business Support Payment, then:

- a) Tourism WA will advise each applicant that the Tourism Business Support Payment has been cancelled, varied, supplemented, superseded or replaced; and
- b) The applicant shall not have any recourse against Tourism WA whatsoever including claims for any costs or expenses incurred by the applicant in applying for funding through the Tourism Business Support Payment.

2. TOURISM WA'S RIGHTS

Tourism WA is under no obligation to accept any application and may reject any application at Tourism WA's absolute discretion for any reason. This includes but is not limited to the following:

- a) If an application fails to comply with the requirements of the Tourism Business Support Payment;
- b) If an application is incomplete or contains information or representations that are false or misleading;
- c) If Tourism WA decides to cancel the Tourism Business Support Payment, or exercise any other right referred to in clause 1 above, due to changes of policy or for commercial reasons.

After an application is received, Tourism WA may:

- a) Request additional information from the applicant in relation to the content of its application form for the sole purpose of clarifying the application. The applicant must comply with such a request.

If an eligible applicant has an outstanding financial acquittal related to another grant or funding package by Tourism WA, Tourism WA may defer the funding payment or provision of the funding payment from the Tourism Business Support Payment until the applicant has completed and finalised acquittal of the other grant or funding Package.

After a funding payment is made to an applicant, Tourism WA may, at its absolute discretion:

- a) Conduct random or specific audits of any or all of the information provided by the applicant;
- b) Request additional information from the applicant if Tourism WA reasonably believes that any of the information provided by the applicant may be incomplete, false or misleading; and
- c) Seek some of or all of the funding paid to the applicant if Tourism WA decides that an applicant no longer satisfies, or never did satisfy, the eligibility criteria for funding. The obligation for an applicant to repay Tourism WA any funding represents a debt due and payable by the applicant to Tourism WA.

Each applicant, in submitting an application, warrants and represents that all information and representations (in whatever form) given to Tourism WA under, as part of or in connection with the Tourism Business Support Payment or the application, is true and correct, complete, and up-

to-date, and in no way misleading or deceptive.

Despite anything expressed or implied to the contrary in these General Terms and Conditions, Tourism Business Support Payments Guidelines, or any other associated documentation, no applicant shall have or assert any legal (including equitable) rights under, in connection with, on account of, or associated with any of the aforesaid documents or the Tourism Business Support Payment.

3. SUBMISSION PROCESS

The applicant must submit their application electronically through the [website link](#) noting the following conditions:

- a) Receipt of the application will be determined by the date and time shown on the 'in-box' that the application was received;
- b) Lodgment of electronic files may take time and the applicant must make their own assessment of the time required for full transmission of their application;
- c) If the electronic copy of the application contains a computer virus then, notwithstanding any disclaimer made by the applicant in respect of computer viruses, the applicant must pay to Tourism WA all costs incurred by Tourism WA arising from, or in connection with, the computer virus;
- d) Tourism WA will not be responsible or liable (in negligence or howsoever) in any way for any loss, damage or corruption of the electronic copy of the application;
- e) If the electronic copy of the application becomes corrupted, illegible or incomplete as a result of transmission, storage, encryption or decryption, then Tourism WA may request the applicant to provide another copy of the application either electronically or in hard copy or both;

- f) If Tourism WA requests the provision of another copy of the application, then the applicant must;
 - (i) Provide the copy in the form or forms requested within the period specified by Tourism WA; and
 - (ii) Provide a statutory declaration that the copy is a true copy of the application which was electronically submitted by the applicant and that no changes to the application have been made after the initial attempted electronic submission.
- g) Applicants will also be asked if, at the time of submission, they agree to be contacted by the tourism organisations listed in [Section 1C](#) of the Guidelines. If an applicant selects "yes" (via opt in tick box) when completing the online application their contact details, including their full name, current and valid email address, contact number and business address details will be passed on to those third party organisations for the purposes of being able to contact any applicant to provide further industry support and advice. Applicants may at any time withdraw consent from receiving communications from those third-party organisations by contacting Tourism WA in writing.

4. ASSESSMENT PROCESS

Applications must be received before the stipulated closing date and time.

An assessment of each application will be undertaken against the criteria identified above (Item 1 Eligibility) to confirm that the information submitted is complete, correct and accurate, prior to any offer of funding.

5. WITHDRAWAL OF APPLICATION

The applicant may withdraw their application at any time prior to acceptance of its application, by notifying Tourism WA in writing at tourismbusinesssupport@westernaustralia.com.

Any monies already distributed must be repaid to Tourism WA, per condition 9.

6. DISCLOSURE OF APPLICANT INFORMATION

The applicant agrees and acknowledges in regard to their application that:

Information is subject to the Freedom of Information Act 1992 (WA) and may also be disclosed by Tourism WA, or the State of Western Australia under a court order or upon request by Parliament or any committee of Parliament or if otherwise required by law.

By submitting an application, the applicant releases Tourism WA and the State of Western Australia from all liability (in negligence or howsoever) whatsoever for any loss, injury, damage, liability, costs or expense resulting from the disclosure of the application and information pertaining to the applicant or the application under this clause 6 by Tourism WA or the State of Western Australia.

The applicant agrees and acknowledges that the powers and responsibilities of the Auditor General for the State of Western Australia under the Financial Management Act 2006 and the Auditor

General Act 2006 are not affected in any way by the application.

Subject to this clause and to the provisions of the Financial Management Act 2006 and the Auditor General Act 2006, Tourism WA will not make public any part of the application or any application information that the applicant expressly and reasonably nominates in their application as confidential. However, Tourism WA may require the applicant to withdraw any claim to confidentiality in respect of any part of the application information as a condition of acceptance of the application.

7. APPEALING A DECISION

Tourism WA may reconsider a decision if the applicant can demonstrate a proven conflict of interest or error in process.

If an applicant has reason to believe that the proper process was not followed in assessment of an application, an appeal may be submitted.

Grounds for appeal are:

1. The persons making the decision had a direct or indirect financial interest in the outcome of the application.
2. The preparation of the application was affected adversely by incorrect advice provided by a staff member of Tourism WA.
3. An alleged breach in the approved assessment process.

All requests for appeal must be in writing and should be addressed to the Managing Director of Tourism WA. A request for appeal must be received within 28 days from the date Tourism WA notified an applicant of the decision.

The appeal will be considered by personnel not involved in the original decision and the appellant will be formally notified of the outcome.

8. NO BRIBE, INDUCEMENT OR OFFER OF EMPLOYMENT

The applicant must not, without the prior written consent of Tourism WA, directly or indirectly approach or communicate with any officer or employee of Tourism WA or the Department of Creative Industries, Tourism and Sport, having any connection or involvement with the Package, with respect to:

- (a) an offer of employment; or
- (b) availability of employment with the applicant or any related entity of the applicant.

The applicant must not directly or indirectly offer a bribe, gift or inducement to any officer or employee of Tourism WA or the Department of Creative Industries, Tourism and Sport in connection with the Package.

9. REPAYMENT IF NO ENTITLEMENT

If an applicant receives funding under the Package from Tourism WA and it comes to the attention of Tourism WA that the applicant was not entitled, to all or part of that funding, Tourism WA will demand repayment of all or part/s of that funding (as the case may be) that the applicant was not entitled to receive.

The applicant will be required to repay the funding within 14 days of being notified by Tourism WA to do so.

10. GENERAL

To the fullest extent permitted by law all implied terms and conditions are excluded from these General Terms and Conditions.

These General Terms and Conditions are governed by the laws of Western Australia.

11. LAWS

Each applicant must comply with all requirements and rules of each statute, subsidiary legislation, the common law and equity in respect of their application and the Package.

12. DEFINITIONS

In these General Terms and Conditions:

Payment or Fund means the Western Australian Cyclone Narelle Tourism Business Support Payment and associated processes, and requirements and benefits described in both the Payment Guidelines and these General Terms and Conditions; and

Payment Guidelines or Guidelines means the document titled "Cyclone Narelle Tourism Business Support Payment".

Tourism Western Australia

Level 10, 1 William Street, PERTH WA 6000

GPO Box X2261 PERTH WA 6847

T. 08 9262 1700 F. 08 9262 1787

tourismbusinesssupport@westernaustralia.com

westernaustralia.com

tourism.wa.gov.au

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